

CPCS Reconcile Transactions

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Chapter 6 Reconcile Transactions

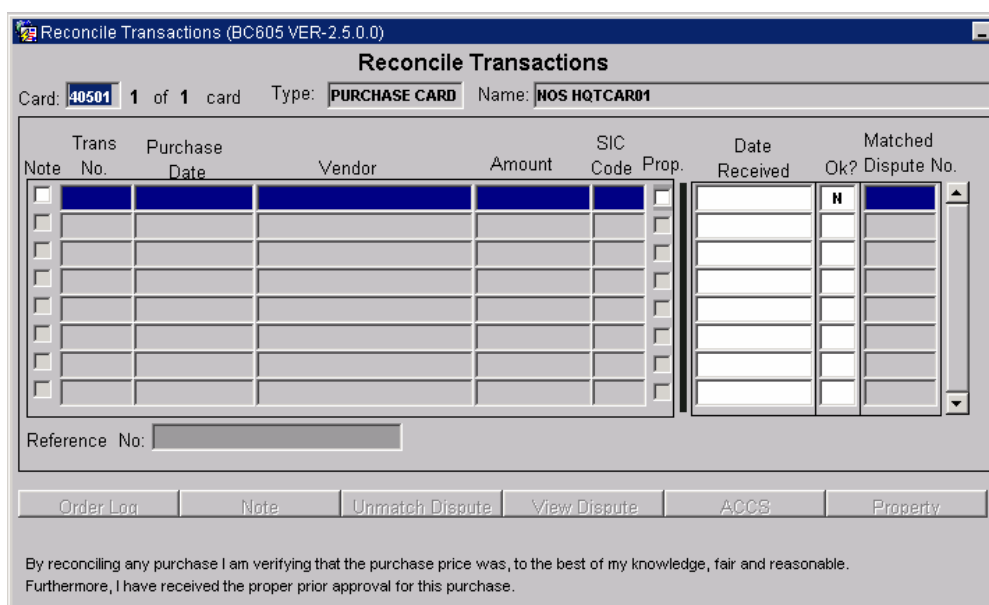
This procedure describes how to reconcile purchase card transactions. Reconciling involves making sure that each individual transaction on the cardholder's bankcard statement is correct and accounted for properly. Statements must be reconciled and transactions approved by the approving official on a monthly basis.

Towards the end of each month, the system sweeps all unreconciled transactions. A notice is sent to CPCS users identifying the sweep date for that particular month. Swept transactions will be charged to the default ACCS specified for the cardholder. During the sweep process, the system also sweeps transactions that were reconciled by the cardholder which were not approved by the cardholder's approving official. For those transactions, the ACCS specified by the cardholder/group administrator during the reconciliation process will be charged. ***After the sweep process, cardholders are still responsible for reconciling any swept transactions to ensure that the costs are correct and the applicable ACCS is charged.***

6.1 Reconcile a Transaction Process

Upon receipt of transactions from the Bankcard Center, the Purchase Card System Administrator loads the data. Transactions are then available in CPCS through the Reconcile Transactions (BC-605) window. All transactions must be reconciled by the cardholder or group administrator. If a third party receives an order charged to the cardholder's account, the cardholder is still responsible for ensuring the receipt of goods and reconciling the transaction(s). After a transaction is reconciled, it is electronically forwarded to the cardholder's approving official for approval. Following the reconciliation and approval of a transaction within CPCS, the obligation is recorded in the Core Financial System -- usually within 24 hours.

The following is an example of the Reconcile Transactions (BC-605) screen:



Reconcile Transactions (BC605 VER-2.5.0.0)

Reconcile Transactions

Card: 40501 1 of 1 card Type: PURCHASE CARD Name: NOS HQTCAR01

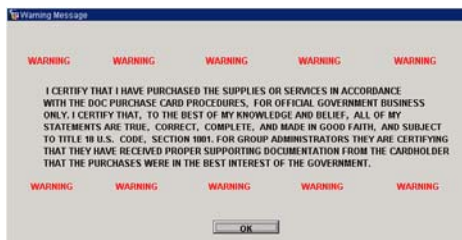
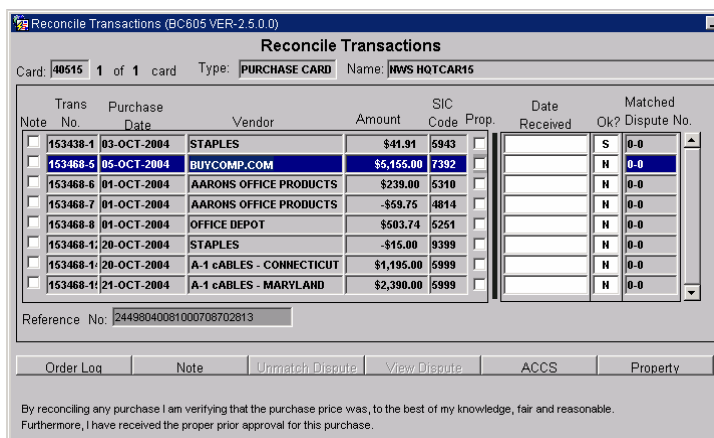
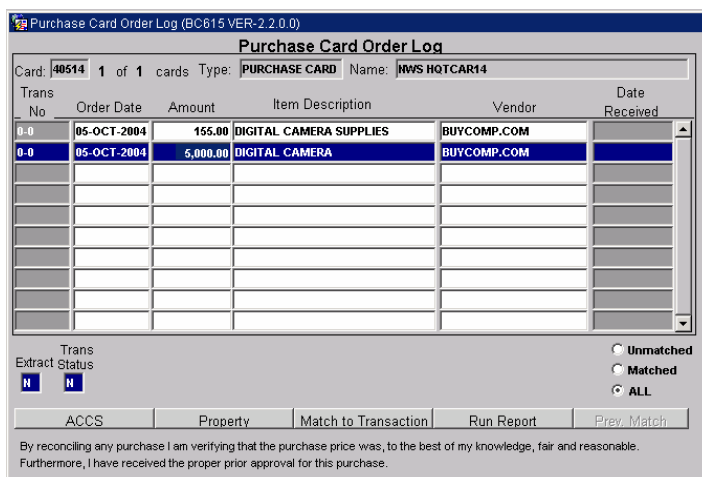
Trans Note	Purchase No.	Date	Vendor	Amount	SIC Code	Prop.	Date Received	Matched Ok?	Dispute No.
								N	

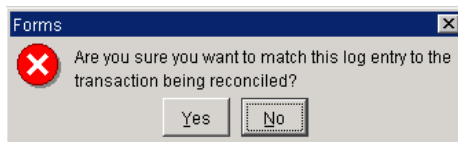
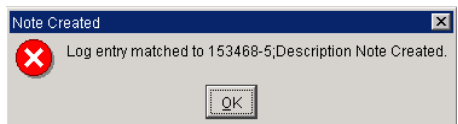
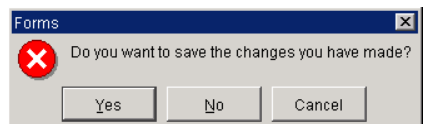
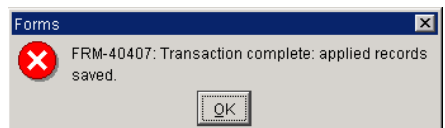
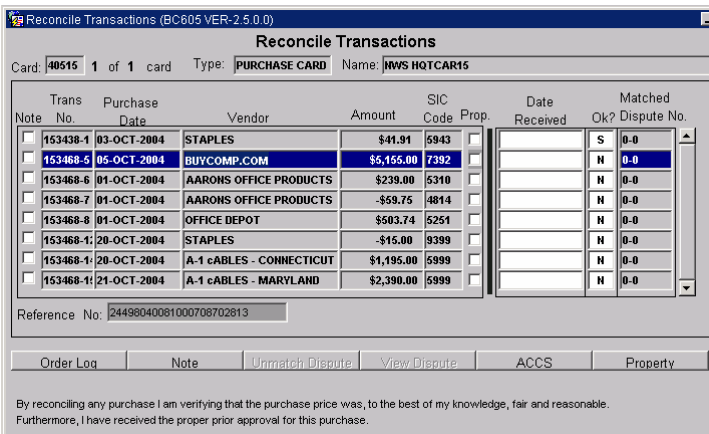
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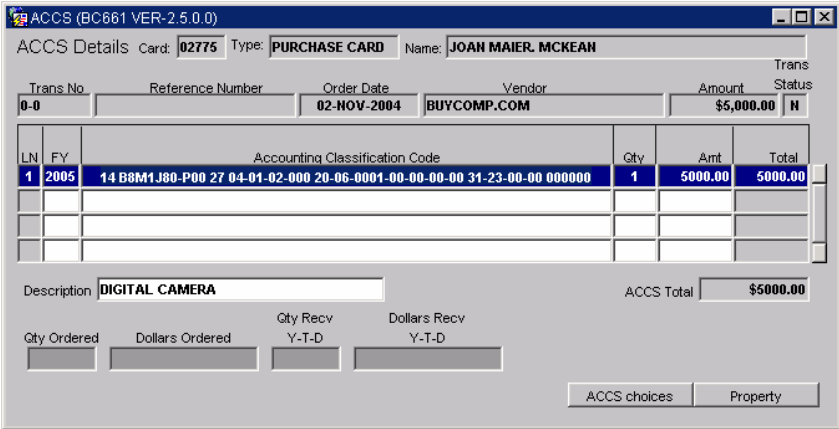

Order Log Note Unmatch Dispute View Dispute ACCS Property

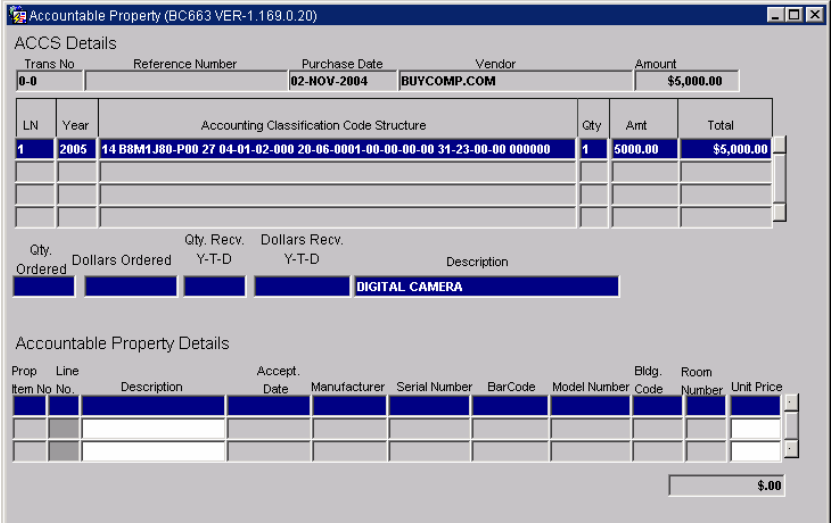


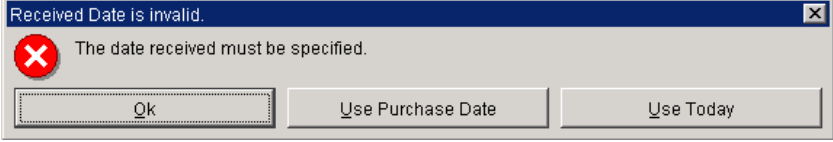
By reconciling any purchase I am verifying that the purchase price was, to the best of my knowledge, fair and reasonable. Furthermore, I have received the proper prior approval for this purchase.

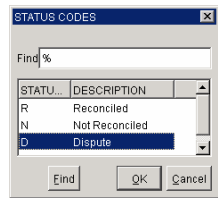


Users perform the following steps to reconcile transactions:

Step	Action
1	Select the BC605 – Reconcile Transactions menu option.
2	Click on the OK button to acknowledge the warning message 
3	Click on the transaction to be reconciled. 
4	Click on the Order Log button on the lower left portion of the screen.
5	Select the order log entry to match to the transaction. Query functionality may be used to locate the applicable log entry; please refer to Section 3.3.1 for additional information pertaining to the query process. 

Step	Action
6	<p>Click on the Match to Transaction button. During the matching process, the Order Log will be updated with the corresponding transaction number. The default ACCS initially used on the transaction will be replaced if a different ACCS was cited on the Order Log entry. A check mark will also be displayed in the Note column with the Item Description entered as the text, along with the Date Received and any applicable Property Information.</p> <p><i>Note: If more than one order log entry needs matching, match the first one at this time. If a transaction will not be matched to an order log entry, a description or reason must be entered in the Notes field in order to reconcile a transaction.</i></p>
7	<p>If the correct order log entry was specified, click on the Yes button in response to the pop-up dialogue box shown here:</p> 
8	<p>Click on the OK button to acknowledge the following message:</p> 
9	<p>Click on the Yes button in response to the pop-up dialogue box shown here:</p> 
10	<p>Click on the OK button to acknowledge the following message and return to the Reconcile Transaction (BC-605) screen:</p> 
11	<p>If a transaction needs to be matched to multiple order log entries, repeat the matching process for the additional order log entries.</p>
12	<p>Click on the ACCS button from the Reconcile Transaction screen, with the selected transaction highlighted.</p> 

Step	Action
13	<p>The initial view of the ACCS Details shows the transaction charged to the default ACCS, unless another ACCS was specified on the order log and matched to the transaction <u>or</u> changes are entered at this point in the process. Transactions may cite more than one ACCS.</p>  <p>Record any changes to the ACCS for the transaction. Users have 2 options available for modifying the ACCS. Please refer to Section 6.1.1.1 for additional details to utilize the ACCS Choices button <u>or</u> Section 6.1.1.2 to modify the ACCS directly from the Accounting Classification Code field.</p> <p><i>Note: When matching multiple log entries, the ACCS screen automatically opens due to differences between the transaction and order log amounts. ACCS data from multiple log entries does not carry forward to the Reconcile Transaction screen; users must specify all applicable ACCS codes on the Reconcile Transaction screen when default accounting does not apply. For example, several BuyComp.com orders entered as individual Order Log entries with different ACCS data can be processed as a single transaction on the Reconcile Transaction (BC-605) screen. After completing the matching process, if more than one ACCS applies, cardholders/group administrators must enter ACCS data from the Reconcile Transaction screen by clicking on the ACCS button.</i></p>
14	Click the  Save icon to save modified ACCS information.

Step	Action
15	<p>Click on the Property button from the Reconcile Transaction or ACCS Details screen to enter accountable property information, if applicable. This action is only required for transactions with a property object class (31-##). The Accountable Property Details section is displayed below the ACCS Details:</p>  <p>Note: Please refer to Section 6.1.2 for additional details pertaining to Accountable Property. All transactions charged to an ACCS with an Object Class code beginning with 31 <u>must</u> include Accountable Property data.</p>
16	Click the  Save icon to save the property data.
17	<p>Click on the  EXIT icon to exit the ACCS Details and return to the Reconcile Transaction screen.</p> <p>Note: If users attempt to exit the screen without saving the ACCS data, a dialog box will prompt users to save changes prior to exiting.</p>
18	<p>Click on the DATE RECEIVED field for the transaction and enter the date the items were received, if the receipt date was not available from the order log entry.</p> <p>Note: If a date is not entered in this field prior to changing the status to a reconciled item, the system will generate the following message:</p>  <p>Select one of the following option in response to the message shown above:</p> <ul style="list-style-type: none"> ➤ Click on the OK button and enter the applicable receipt date ➤ Click on the Use Purchase Date button to use the transaction purchase date ➤ Click on the Use Today button to use the current date

Step	Action
19	<p>▶ Click on the N in the OK? Field to open the Status Codes pop-up.</p> <p>▶ Double-click on Reconciled <u>or</u> Select Reconciled and click on the OK button.</p> <p><i>Note: Please refer to Section 6.2.1 for details pertaining to disputing a transaction.</i></p> 
20	<p>Click the  Save icon to complete the reconciliation process. Once a transaction has been reconciled, it is automatically forwarded to the Approving Official and does not appear on the Reconcile Transaction screen.</p> <p><i>Note: If an Approving Official disapproves a transaction, the status reverts to Not Reconciled(N) and will show up on the Reconcile Transaction screen with the additional note required by the Approving Official upon disapproval of a transaction.</i></p>
21	<p>Reconcile additional transactions <u>or</u> click on the  EXIT icon to exit the Reconcile Transaction screen and return to the menu.</p>

6.1.1 ACCS Details

Users have the option of modifying the Accounting Classification Code Structure (ACCS) information applicable to a transaction. All CPCS transactions are initially charged to the cardholder's default ACCS. The cardholder's default ACCS may be modified, another ACCS can be selected from the list of ACCS choices, or costs can be split between multiple ACCS codes.

All components of the ACCS must utilize a valid value. The system validates the ACCS entered by cardholders to ensure that only valid values are used. CPCS provides pop-up screens which list all valid values for a specific ACCS component to facilitate this process.

During the matching process, if a specific ACCS is included on an order log entry, the default ACCS referenced on the transaction will be replaced based on the order log entry. However, cardholders still have the option of changing the ACCS during the reconciliation process.

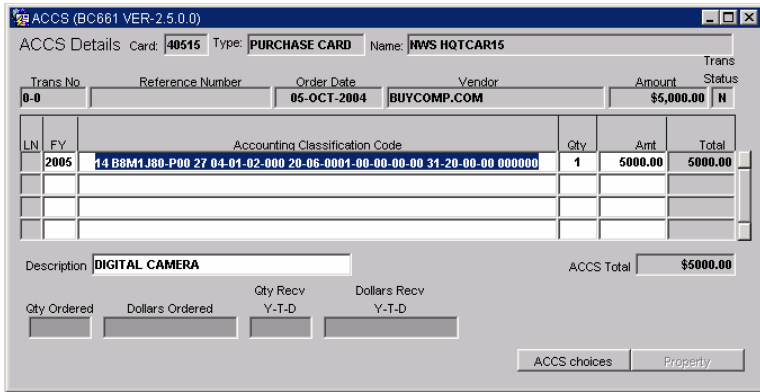
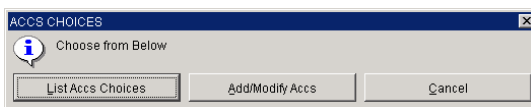
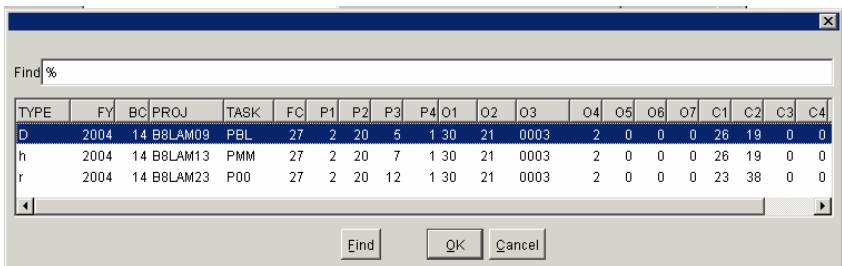

Note: There is currently an issue with how the process works if multiple log orders with different ACCS codes are matched to a single transaction.

The following sub-sections document the 3 options relevant to the ACCS Details screen:

- ◆ Using the Cardholder's List ACCS Choices
- ◆ Modifying the Default ACCS
- ◆ Splitting Costs between Multiple ACCS Codes

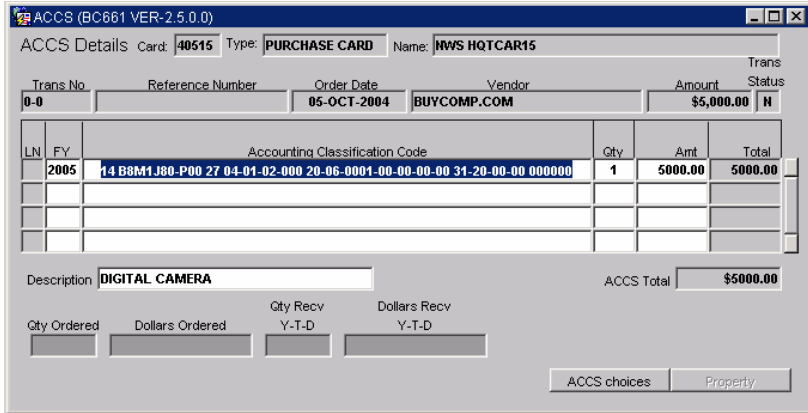
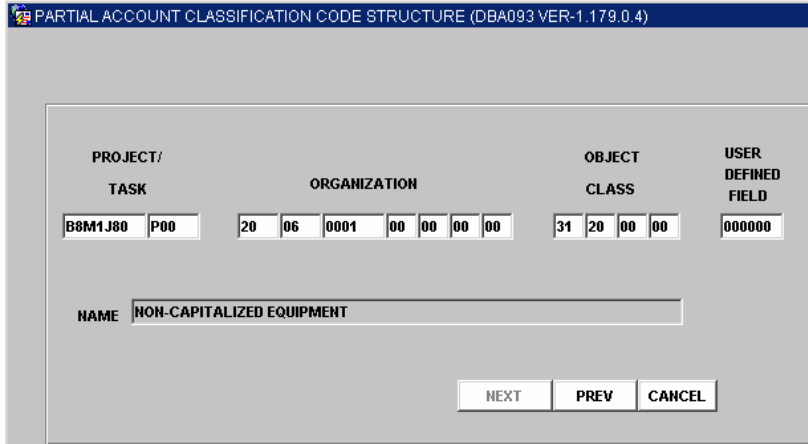

6.1.1.1 ACCS List of Choices

This sub-section documents how to utilize the cardholder's list of ACCS choices. As detailed in Section 4, cardholders can establish a list of ACCS codes which are used on a regular basis. In order to use this process, cardholders must first add ACCS codes to their list. Once a list has been established, users perform the following steps to select from their choices as part of the reconciliation process:

Step	Action
1	<p>Click on the ACCS button to view ACCS details for the selected transaction.</p> 
2	<p>Click on the ACCS Choices button in the lower right portion of the screen to display the ACCS choices dialogue box:</p>  <p>Note: If the ACCS for the transaction will be used on a regular basis and is not currently part of the cardholder's ACCS List of Choices, use of the Add/Modify ACCS button allows users to update their list with the ACCS data. Please refer to Section 4.1 for additional details related to this process.</p>
3	<p>Click on the List ACCS Choices button</p> 
4	<p>Select the applicable information by clicking on the ACCS data and clicking the OK button <u>or</u> double-clicking on the ACCS line</p>
5	<p>Click the  Save icon to save the ACCS information.</p> <p>Note: If users attempt to exit the screen without saving the ACCS data, a dialog box will prompt users to save changes prior to exiting.</p>

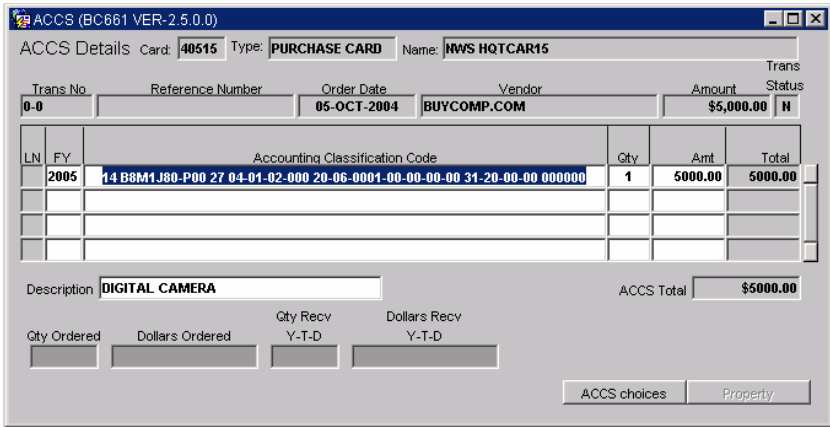


6.1.1.2 Modify ACCS Data

This sub-section documents how to modify the ACCS from the ACCS Detail screen without utilizing the cardholder's ACCS list. Users perform the following steps to modify the ACCS:

Step	Action
1	<p>Click on the ACCS button to view ACCS details for the selected transaction.</p> 
2	<p>Double click in the Accounting Classification Code information to open the Partial Account Classification Code Structure (DBA093) window.</p> 
3	<p>Enter applicable changes to the ACCS data in the PROJECT, TASK, ORGANIZATION, and OBJECT CLASS fields. The USER-DEFINED field is populated with 6 zeros.</p> <p><i>Note: Double-clicking on any individual ACCS component allows users to select from a list of valid values for that specific field.</i></p>
4	<p>Click the  Save icon to save the ACCS information.</p> <p><i>Note: If users attempt to exit the screen without saving the ACCS data, a dialog box will prompt users to save changes prior to exiting.</i></p>

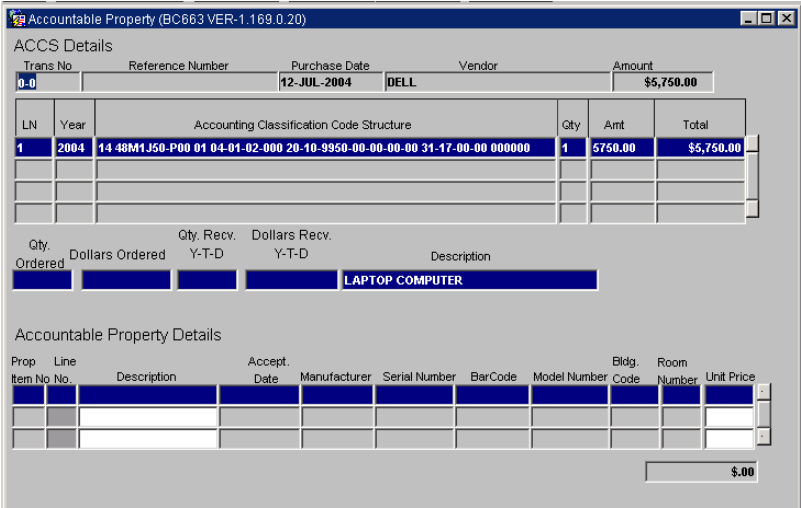
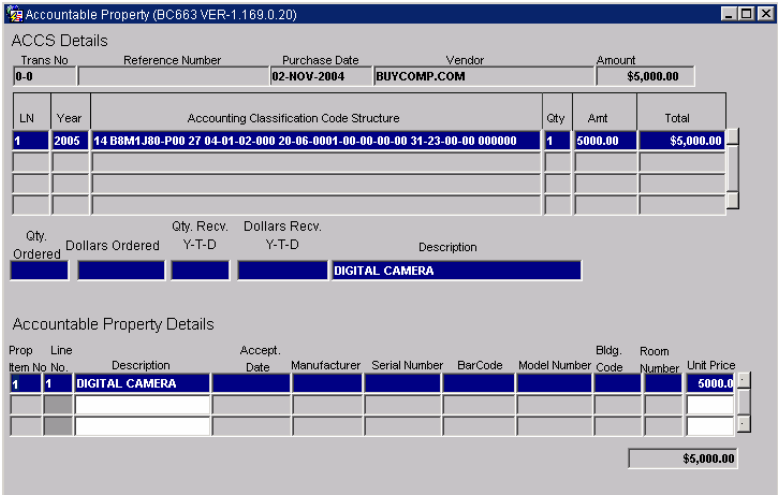
6.1.1.3 Split Costs for Multiple ACCS Codes



Users perform the following steps to split costs between multiple ACCS codes during the reconciliation process:

Step	Action
1	<p>Click on the ACCS button to view ACCS details for the selected transaction.</p> 
2	If the information in the <i>Accounting Classification Code</i> field is one of the multiple codes to be charged, enter the applicable amount in the <i>Amount</i> field.
3	Click the Create Record  icon <u>or</u> click on a blank record to add another ACCS line.
4	<p>To use the cardholder's list, click on the ACCS Choices and List ACCS Choices buttons. Select the applicable information by double-clicking on the ACCS line <u>or</u> clicking on the ACCS data and pressing the OK button. Please refer to Section 6.1.1.1 for additional details pertaining to this option.</p> <p style="text-align: center;"><u>OR</u></p> <p>To enter the ACCS directly, type in the <i>FY</i> which automatically opens the Partial Account Classification Code Structure (DBA093) screen and enter applicable changes to the ACCS data in the <i>Project</i>, <i>Task</i>, <i>Organization</i>, and <i>Object Class</i> fields and populate the <i>User-Defined</i> field with 6 zeros. Please refer to Section 6.1.1.2 for additional details pertaining to this option.</p>
5	<p>Enter the applicable amount in the <i>Amount</i> field and press the Tab or Enter key to update the <i>Total</i> field.</p> <p>Note: The Transaction and Total amounts must match in order to reconcile the transaction.</p>
6	<p>Click the  Save icon to save the ACCS information.</p> <p>Note: If users attempt to exit the screen without saving the ACCS data, a dialog box will prompt users to save changes prior to exiting.</p>

6.1.2 Record Property Information

Users **must** record required property information for any transaction that includes an accountable property object class (31-##). Recording personal property data applicable to a specific order(s) on the Purchase Card Order Log screen is optional, but any property information from the order log will be carried forward during the matching process. However, during the reconciliation process, cardholders can add or modify the property data from the order log. After the transaction is reconciled, this data cannot be updated through CPCS. Users perform the following steps to record relevant property information:

Step	Action
1	<p>Click on the Property button from the Reconcile Transaction or ACCS Details screen. This action is only required for transactions with a property object class. The Accountable Property Details section is displayed below the ACCS Details:</p> 
2	<p>Click in the Description and Unit Price fields in the Accountable Property Details section to record applicable data. Total Amount is system-calculated based on the unit price.</p>  <p>Note: <i>Description and Unit Price are the only required fields at this time; the remaining information in this section is optional unless required by the individual approving official.</i></p>

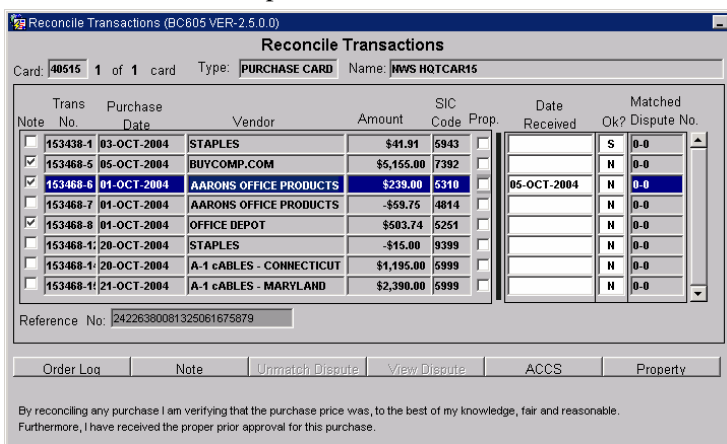

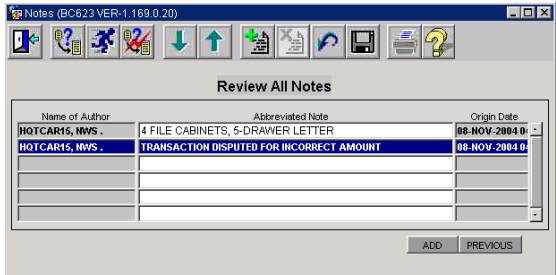
Step	Action
3	Click the  Save icon to save the Accountable Property Details.
4	Click on the  EXIT icon return to the Reconcile Transaction screen. Note: If users attempt to exit the screen without saving, a dialog box prompts users to save changes prior to exiting.


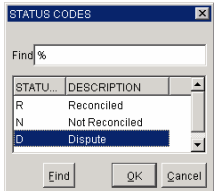
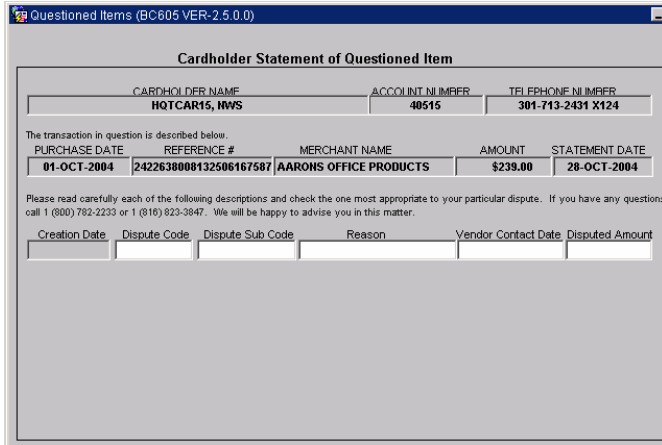
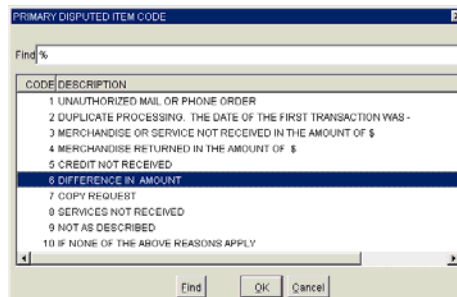
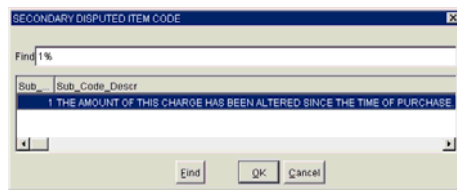
6.2 Dispute Process


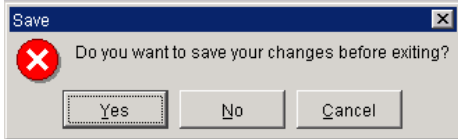


There are 3 steps required for disputing a transaction. The process begins with disputing the transaction in the CPCS application. The next step is printing the Dispute Form and the final step is submitting the Government Cardholder Dispute Form to Citibank. Each of these steps are detailed in the following sub-sections.

6.2.1 Dispute a Transaction

Users perform the following steps to dispute a transaction:

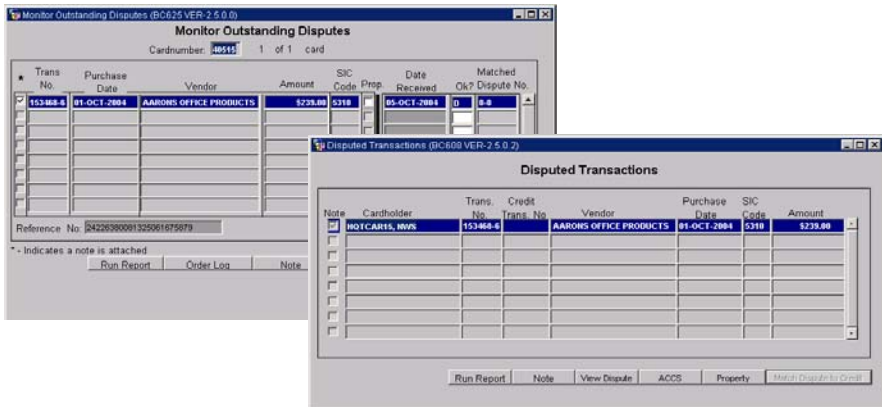
Step	Action
1	<p>Select the transaction to be disputed on the Reconcile Transaction screen</p> 
2	<ul style="list-style-type: none"> Click on the Note button Add a brief note stating that the transaction is being disputed Click the  Save icon to save the Note. 


Step	Action
3	<p>Click on the  EXIT icon return to the Reconcile Transaction screen.</p> <p>Note: If users attempt to exit the screen without saving, a dialog box prompts users to save changes prior to exiting.</p>
4	<p>Click on the N in the OK? Field to open the Status Codes pop-up.</p> <p>Double-click on Dispute <u>or</u> Select Dispute and click on the OK button.</p> <p><i>Note: Changing the Status Code to "D" automatically opens the Cardholders Statement of Questioned Item (BC605) screen.</i></p> 
5	<p>The Cardholders Statement of Questioned Item (BC605) screen is populated with the Cardholder's Name, Card Number, Telephone Number, Purchase Date of the transaction, Reference Number, Merchants Name, Amount of the transaction, and the Statement Date.</p> 
6	<p>Double-click in the Dispute Code field and select the applicable code from the list of values.</p> <p><i>Note: Descriptive text will automatically populate on the Cardholders Statement of Questioned Item form based on the selected dispute codes.</i></p> 
7	<p>Double-click the Dispute Sub-Code field and select the applicable code from the list of values.</p> <p><i>Note: Some of the Dispute Sub-Codes may only have one valid value, depending upon the Dispute Code specified in the previous field.</i></p> 
8	<p>In the Reason field, enter an explanation for the dispute.</p> <p><i>Note: Depending upon the Dispute Codes specified in the previous fields, a further explanation for the Reason is optional.</i></p>
9	<p>Enter the Vendor Contact Date with the date the vendor was contacted regarding the disputed transaction.</p>

Step	Action
10	In the Amount field, enter the amount that is being disputed. <i>Note: The amount disputed does not have to be the transaction amount; if there is a difference between the order amount and the transaction amount, the disputed amount is the difference between the two.</i>
11	Click on the < EXIT > icon  and the system prompts users to Save the Dispute. 
12	Click Yes to save the dispute and return to the Reconciliation Transaction Screen . <i>Note: The dispute process is not complete until the Dispute Form has been printed and submitted to Citibank; refer to Sections 6.2.2 and 6.2.3 for details pertaining to those steps.</i>
13	Click the  Save icon to save the disputed transaction.
14	Click on the  EXIT icon return to the cardholder's menu. <i>Note: If users attempt to exit the screen without saving, a dialog box prompts users to save changes prior to exiting.</i>

6.2.1.1 Print the Dispute Form

Users perform the following steps to print the Dispute Form:

Step	Action
1	Select the Monitor Outstanding Dispute (BC-625) <u>or</u> View Dispute (BC-608) menu option.
2	Highlight the disputed transaction 
3	Click on the Run Report button to generate the Government Cardholder Dispute Form

Step	Action
4	<p>The Dispute Form can be viewed using Adobe Acrobat Reader. The following is a partial illustration of the dispute form:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px;"> <div style="text-align: right; font-weight: bold; color: blue;">CITIBANK</div> <p style="text-align: center;">GOVERNMENT CARDHOLDER DISPUTE FORM</p> <p>INQUIRER'S NAME: (1) <input type="text" value="HQTCA15, NWS"/> DATE: (2) <input type="text" value="08-NOV-2004"/></p> <p>CARDHOLDER'S NAME: (3) <input type="text" value="HQTCA15, NWS"/></p> <p>ACCOUNT NUMBER: (4) <input type="text" value="4-4-8-6-7-0-0-0-0-3-4-0-5-1-5"/></p> <p><small>CARDHOLDER: PLEASE PROVIDE A COPY OF ANY INFORMATION/FORMS REQUESTED BELOW ALONG WITH THE STATEMENT THE DISPUTED CHARGE APPEARS ON. PLEASE FAX TO: (605)357-2019 or MAIL TO: Citibank Government Card Services, P.O. Box 6125, Sioux Falls, SD 57117-6125. This form must be filled out completely and forward to Citibank within 60 calendar days of receipt of your invoice.</small></p> <hr/> <p>DATE: (5) <input type="text" value="01-OCT-2004"/> DOLLAR AMOUNT OF CHARGE: (6) \$ <input type="text" value="239.00"/></p> <p>MERCHANT: (7) <input type="text" value="BARONS OFFICE PRODUCTS"/></p> <p>CARDHOLDER SIGNATURE: (8) <input type="text"/></p> <p><small>Please read carefully each of the following descriptions and check the one most appropriate to your particular dispute. If you have any questions, please contact us at (800)790-7206 or (overseas call collect at (904)954-7850). We will be more than happy to advise you in this matter.</small></p> </div>
5	<p>Select File – Print from the drop-down menu or Click on the Print icon </p> <p>Note: The Dispute Form must be submitted to Citibank; please refer to Sections 6.2.3 for additional details</p>

6.2.1.2 Submit Dispute Form to Citibank

The most important part of the dispute process is submitting the form to Citibank in a timely manner. Users have 60 days from the date of the statement in which the dispute appears in order to ensure receiving a credit for unauthorized charges. Users perform the following steps to submit the Dispute Form:

Step	Action
1	Print the Government Cardholder Dispute Form, using the procedures in the previous section.
2	Verify that the dispute form is complete and accurate with the cardholder name, credit card number, and transaction information.
3	Sign the dispute form.
4	Attach any supporting documentation applicable to the disputed transaction.
5	<p>Submit the form via fax to Citibank Disputes in South Dakota at 605-357-2019.</p> <p><i>Note: The Cardholder Statement of Questioned Item Screen includes a phone number to call if users have questions. Please disregard this phone number. A request has been submitted to have this screen updated. If you have any questions regarding a disputed transaction in CPCS, please contact the CAMS Client Services Help Desk at 301-427-1023 or your servicing ASC. DO NOT call the Commerce Bankcard Center (CBC).</i></p>

6.2.1.3 Dispute Form Example

The Government Cardholder Dispute Form consists of 3 pages. The first section includes the cardholder's name and account information. The next block includes instructions for submitting the form. A signature block appears below the cardholder instructions.

The remainder of the first page includes the descriptions applicable to disputed transactions; this information is continued on the second page. The applicable box within this section is dependent upon the codes specified by the user when disputing a transaction.

The third page of the form contains guidelines for cardholders. This section is numbered and corresponds to the numbers in parentheses contained in the upper portion of the first page.

An example of the Government Cardholder Dispute Form is included on the following pages.

CITIBANK	
GOVERNMENT CARDHOLDER DISPUTE FORM	
INQUIRER'S NAME: (1) HQTCA15, NWS	DATE: (2) 08-NOV-2004
CARDHOLDER'S NAME: (3) HQTCA15, NWS	
ACCOUNT NUMBER: (4) 4-4-8-6-7-0-0-0-0-3-4-0-5-1-5	
CARDHOLDER: PLEASE PROVIDE A COPY OF ANY INFORMATION/FORMS REQUESTED BELOW ALONG WITH THE STATEMENT THE DISPUTED CHARGE APPEARS ON. PLEASE FAX TO: (605)357-2019 or MAIL TO: Citibank Government Card Services, P.O. Box 6125, Sioux Falls, SD 57117-6125. This form must be filled out completely and forward to Citibank within 60 calendar days of receipt of your invoice.	
DATE: (5) 01-OCT-2004 DOLLAR AMOUNT OF CHARGE: (6) \$ 239.00	
MERCHANT: (7) AARONS OFFICE PRODUCTS	
CARDHOLDER SIGNATURE: (8) _____	
Please read carefully each of the following descriptions and check the one most appropriate to your particular dispute. If you have any questions, please contact us at (800)790-7206 or (overseas call collect at (904)954-7850). We will be more than happy to advise you in this matter.	
(9)	
UNAUTHORIZED MAIL OR TELEPHONE ORDER	
<input type="checkbox"/> I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or recieved any goods or services.	
DUPLICATE PROCESSING - THE DATE OF THE FIRST TRANSACTION WAS 	
<input type="checkbox"/> The transaction listed above represents a multiple billing to my account. I only authorized one c from this merchant for this amount. My card was in my possession at all times.	
MERCHANDISE NOT RECEIVED IN THE AMOUNT OF \$ 	
(Please provide a separate statement detailing the merchant contact, and the expected date to receive merchandise.)	
<input type="checkbox"/> My account has been charged for the above transaction, but I have not received the merchandise. I have contacted the merchant but the matter was not resolved.	
<input type="checkbox"/> My account has been charged for the above listed transaction. I have contacted this merchant on and canceled the order. I will refuse delivery should the merchandise still be received.	
MERCHANDISE RETURNED IN THE AMOUNT OF \$ 	
<input type="checkbox"/> My account has been charged for the above listed transaction, but the merchandise has since been returned. A copy of the postal or UPS receipt is enclosed.	
CREDIT NOT RECEIVED	
<input type="checkbox"/> I have received a credit voucher for the above listed charge, but it has not appeared on my account. A copy of the credit voucher is enclosed.	
DIFFERENCE IN AMOUNT	
<input type="checkbox"/> The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The difference of the amount is \$ 59.75	

Dispute Form - page 1

COPY REQUEST

☐ I recognize this charge, but need a copy of the sales draft for my records.

SERVICES NOT RECEIVED - Please enclose a separate statement with the date of the merchant contact and response.

☐ I have been billed for this transaction, however, the merchant was unable to provide the services.

PAID FOR BY OTHER MEANS

☐ My card number was used to secure this purchase, however, final payment was made by check, cash, or another credit card. Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means.

NOT AS DESCRIBED

☐ The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must specify what goods, services, things of value were received. The cardholder must have attempted to return the merchandise and state so in his/her complaint.)

IF NONE OF THE ABOVE REASONS APPLY:

Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate paper and sign and date your description statement.

Number in parentheses correspond to numbers on guide sheet on next page.

Dispute Form - page 2

**GUIDE TO
GOVERNMENT CARDHOLDER DISPUTE FORM**

Form required when disputing a charge(s).

1. **Inquirer's Name:** Name of individual submitting dispute, i.e., Dispute Officer or cardholder.
2. **Date:** Day, month and year for the day the dispute is being filed (i.e., today's date).
3. **Cardholder's Name:** List the name that appears on the account where the charge in dispute resides.
4. **Account Number:** 16-digit account number.
5. **Date:** Indicate the date the transaction in dispute was made.
6. **Dollar Amount of Charge:** Indicate the dollar amount of the transaction in dispute.
7. **Merchant:** Name of the merchant in the transaction dispute.
8. **Cardholder Signature:** Cardholder must sign.
9. **Error Description:** Check the box that most appropriately relates to your type of dispute.

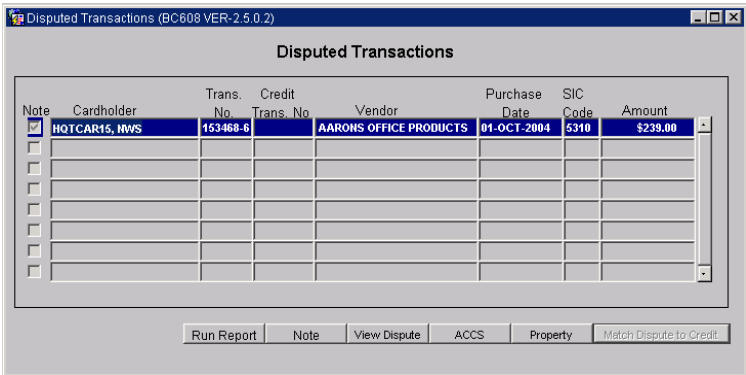
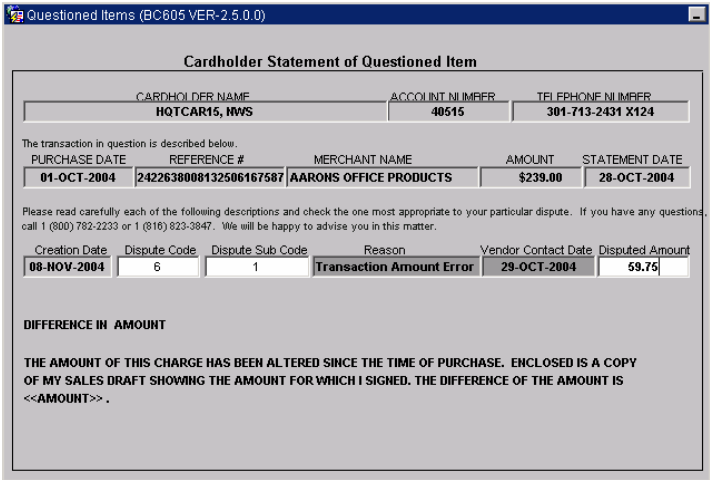
Dispute Form - page 3

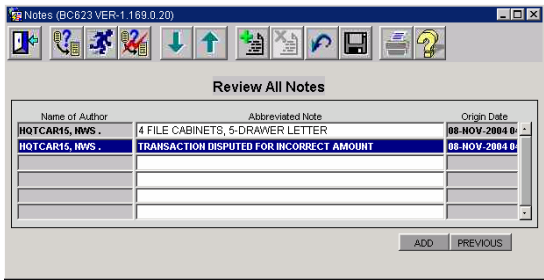
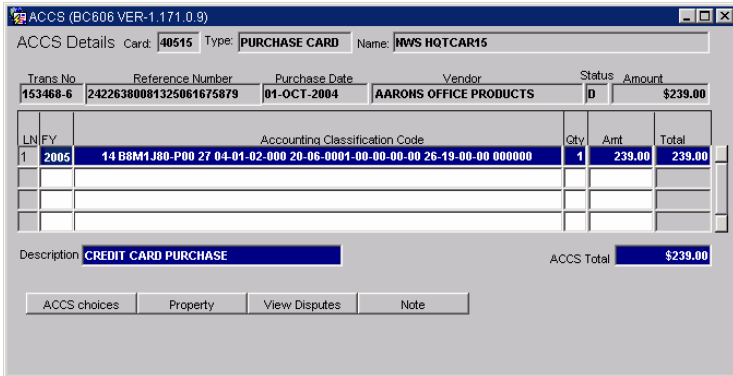
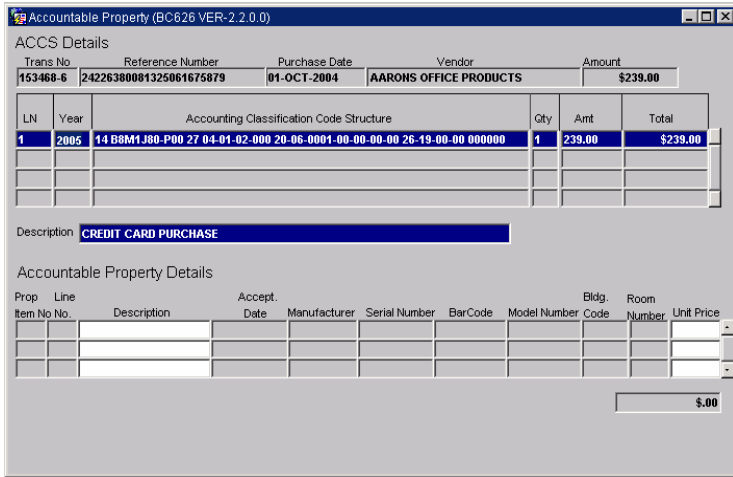
6.2.2 Monitor/View Disputed Transactions

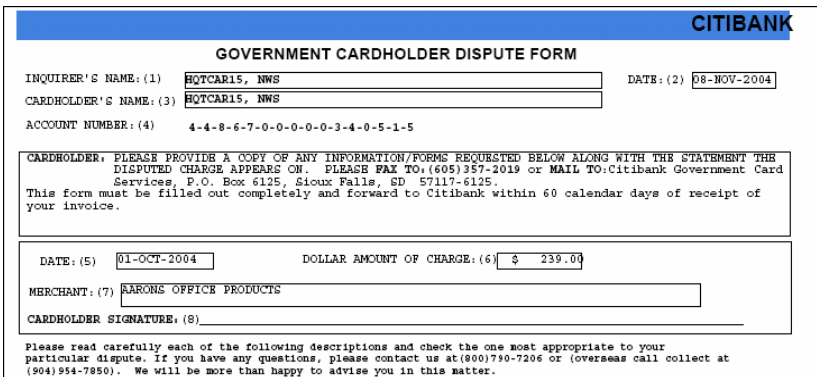

Information pertaining to disputed transactions may be viewed from the Disputed Transactions (BC-608) or Monitor Outstanding Disputes (BC-625) screens. Both of these screens include specific details such as Notes, Transaction Number, Vendor, Purchase Date, Amount, and SIC Code with option buttons for Run Report, Note, View Dispute, ACCS, and Property data. Monitor Outstanding Disputes (BC-625) screen is also used to reconcile disputed transactions upon receipt of applicable credits.

6.2.2.1 View Disputes

In addition to the items listed above, the Disputed Transactions screen also includes the Cardholder and Credit Transaction Number information. Although this screen also includes a button to Match Dispute to Credit, that option is only available when this screen is accessed from during the reconciliation process upon receipt of a credit. Users perform the following steps applicable to the View Dispute menu option:

Step	Action
1	Select the View Dispute (BC-608) menu option.
2	Highlight the disputed transaction 
3	Click on the View Dispute button to view details for the disputed transaction 

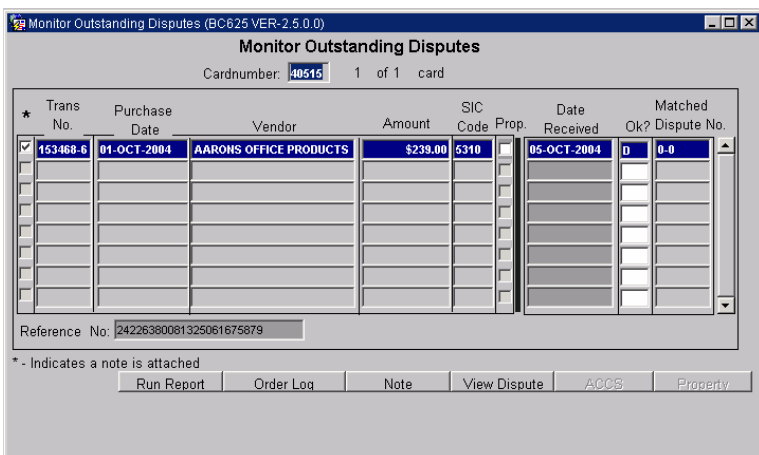
Step	Action
4	<p>Click on the Note button to view notes applicable to the disputed transaction.</p> 
5	<p>Click on the ACCS button to view ACCS details for the disputed transaction.</p> 
6	<p>Click on the Property button to view accountable property details applicable to the disputed transaction.</p>  <p><i>Note: Property information can also be accessed from the ACCS details screen but only applies to transactions using a 31-## object class.</i></p>

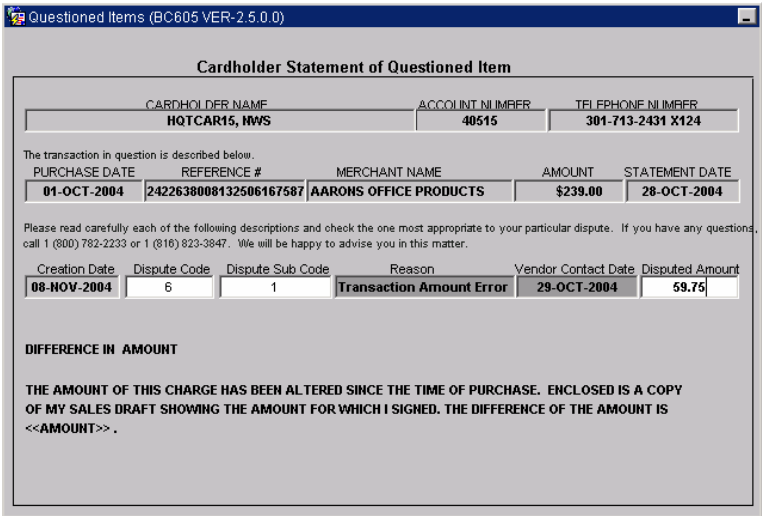
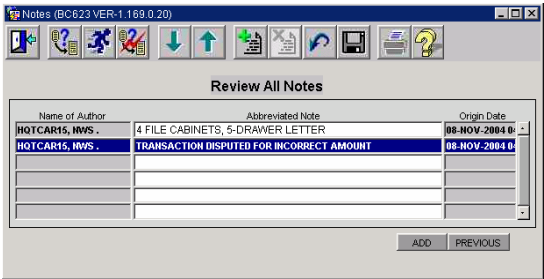
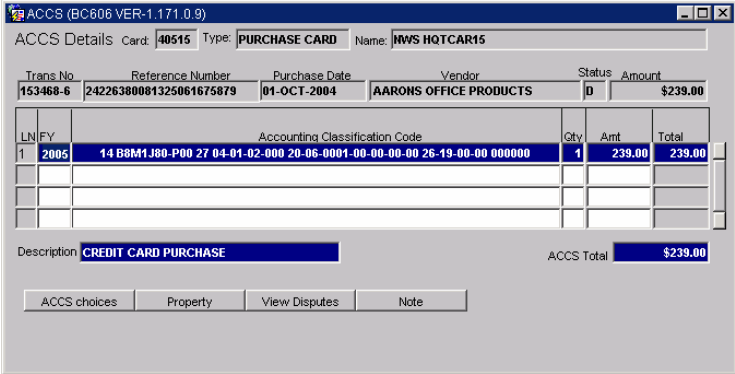
Step	Action
7	<p>Click on the Run Report button to generate the Government Cardholder Dispute Form, which can be viewed using Adobe Acrobat Reader. The following is a partial illustration of the dispute form:</p> 
8	<p>To print the Dispute form within Adobe Acrobat, select File – Print from the drop-down menu <u>or</u> Click on the Print icon </p>

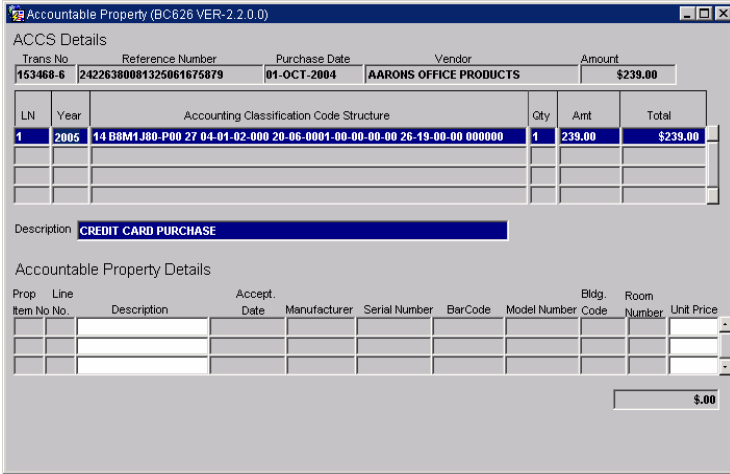
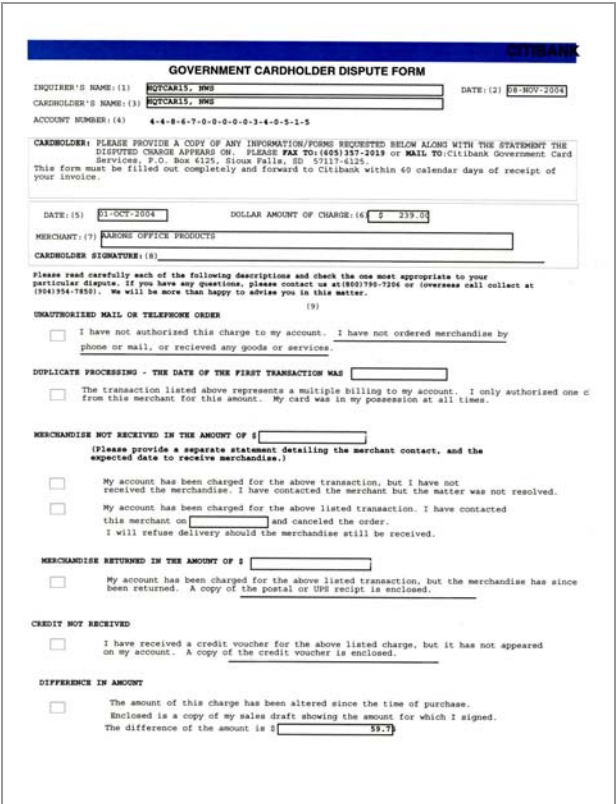

6.2.2.2 Monitor Outstanding Disputes

The Monitor Outstanding Disputes screen is used to view/monitor disputes and to reconcile disputed transactions upon receipt of a credit. In addition to the items shown on the Disputed Transactions screen, the Monitor Outstanding Disputes screen lists data by Cardnumber and includes Property, Date Received, Status, and Matched Dispute Number information. This screen also includes a button option for the Order Log.

Users perform the following steps applicable to the Monitor Outstanding Dispute menu option:

Step	Action
1	Select the Monitor Outstanding Dispute (BC-625) menu option.
2	<p>Highlight the disputed transaction</p> 

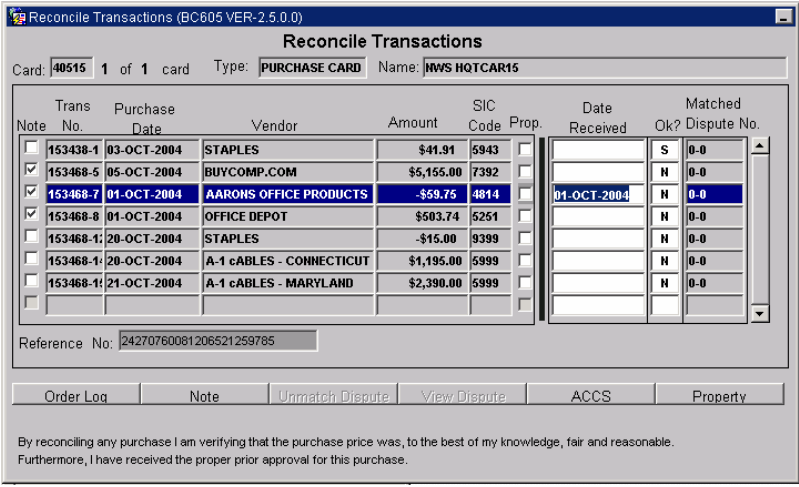

Step	Action
3	<p>Click on the View Dispute button to view details for the disputed transaction</p> 
4	<p>Click on the Order Log button to view the order log or match an order log entry to the disputed transaction.</p> <p><i>Note: Please refer to Section 6.1, steps 4-10, for additional details on matching order log entries to a transaction.</i></p>
5	<p>Click on the Note button to view notes applicable to the disputed transaction.</p> 
6	<p>Click on the ACCS button to view ACCS details for the disputed transaction.</p>  <p><i>Note: Please refer to Section 6.1.1 for additional details on the ACCS Details for a transaction.</i></p>

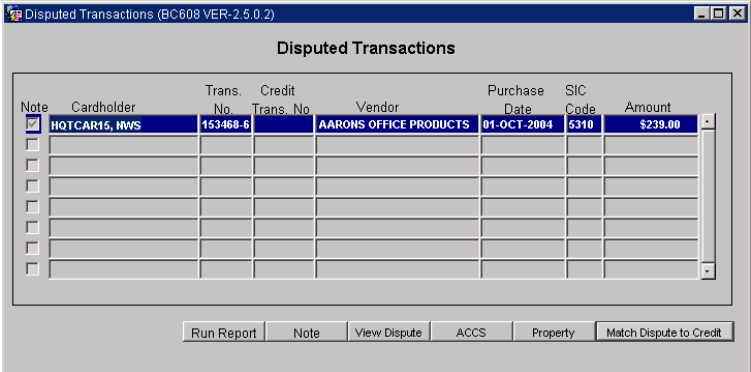
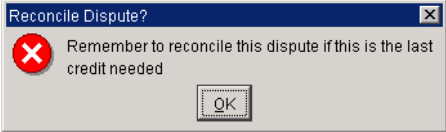
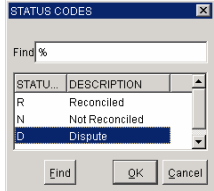

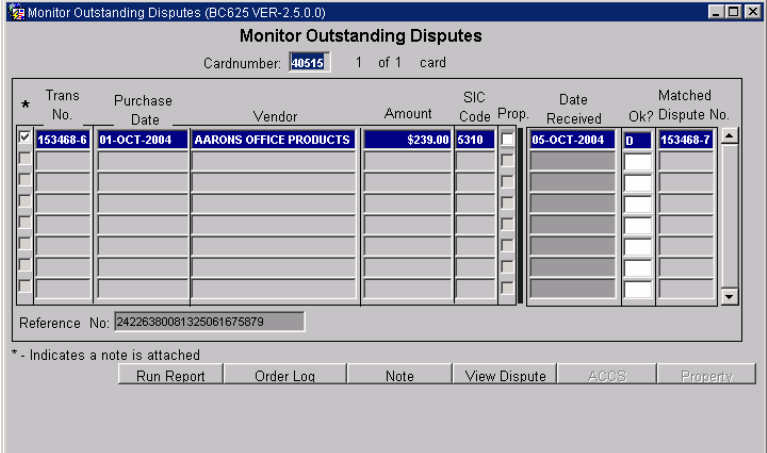
Step	Action
7	<p>Click on the Property button to view accountable property details applicable to the disputed transaction.</p>  <p>Note: Property information can also be accessed from the ACCS details screen but only applies to transactions using a 31-## object class. Please refer to Section 6.1.2 for additional details.</p>
8	<p>Click on the Run Report button to generate the Government Cardholder Dispute Form, which can be viewed using Adobe Acrobat Reader. The following is an example of the first page of the dispute form:</p>  <p>Note: To print the Dispute form within Adobe Acrobat, select File – Print from the drop-down menu <u>or</u> click on the Print icon .</p>

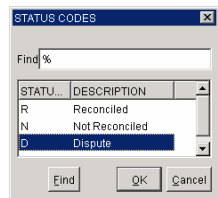

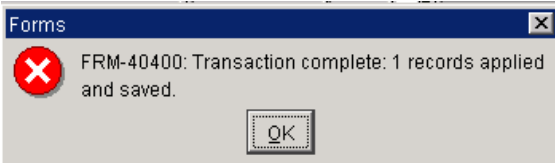
6.2.3 Reconcile Disputed Transactions

Reconciling disputed transactions requires that both the disputed transaction and related credit transaction(s) are reconciled. Credit transactions are reconciled from the Reconcile Transaction screen and the Monitor Outstanding Disputes screen is used to reconcile disputed transactions upon receipt of the final credit. **The dispute and associated credit transactions must be charged to the same ACCS.**

Users perform the following steps to reconcile disputed transactions:

Step	Action
1	<p>On the BC605 – Reconcile Transactions screen, select the credit transaction to be reconciled with a disputed transaction.</p> 
2	Click on the Note button and enter a note with a reference to the disputed transaction.
3	<p>If a separate order log entry was created for the credit, click on the Order Log button and match the transaction.</p> <p><i>Note: Please refer to Section 6.1 (steps 4-11) for additional details pertaining to matching a transaction to the Order Log.</i></p>
4	<p>Click on the ACCS button to view ACCS details and enter any applicable changes. The transaction is automatically charged to the default ACCS, unless another ACCS was specified on the order log and matched to the transaction <u>or</u> changes are entered at this point in the process.</p> <p><i>Note: Users have two options for modifying the ACCS. For additional details pertaining to modifying the ACCS, please refer to Section 6.1.1.1 to utilize the ACCS Choices button <u>or</u> Section 6.1.1.2 to modify the ACCS directly from the Accounting Classification Code field.</i></p>
5	If modifications were made to the ACCS data, click the  Save icon.

Step	Action
6	<p>Double click in the Matched Dispute No. field to open the Disputed Transactions screen.</p> 
7	Select the disputed transaction applicable to the credit.
8	Click on the Match Dispute to Credit button to match the transactions.
9	<p>Click on the OK button to acknowledge the reminder to reconcile the disputed transaction upon receipt of the last credit.</p> 
10	<ul style="list-style-type: none"> Click on the N in the OK? Field to open the Status Codes pop-up. Double-click on Reconciled <i>or</i> Select Reconciled and click on the OK button. 
11	<p>Click the  Save icon to complete the reconciliation process for the credit transaction and forward it to the Approving Official.</p> <p><i>Note: The process is not complete until both the credit and disputed transaction have been reconciled.</i></p>
12	Select the Monitor Outstanding Dispute (BC-625) menu option.
13	<p>Select the disputed transaction related to the credit</p> 

Step	Action
14	<p>Click on the D in the <i>OK?</i> Field to open the Status Codes pop-up.</p> <p>Double-click on Reconciled <u>or</u> Select Reconciled and click on the OK button.</p> 
15	<p>Click the  Save icon to complete the reconciliation process for the disputed transaction. Once a transaction has been reconciled, it is automatically forwarded to the Approving Official and does not appear on the Reconcile Transaction screen.</p> <p><i>Note: If an Approving Official disapproves a transaction, the status reverts to Not Reconciled and will show up on the Reconcile Transaction screen with the additional note required by the Approving Official upon disapproval of a transaction.</i></p>
16	<p>Click on the OK button to acknowledge the message that the transaction is complete.</p> 

6.3 Reconcile Swept Transactions

Contract terms require that all transactions are paid each month. As a result, CPCS sweeps all unreconciled and/or unapproved transactions on a monthly basis. The sweep process is necessary in order to process payments through the Core Financial System (CFS). CPCS users receive a notification regarding the specific date each month in advance of the sweep.

Unreconciled transactions are charged to the default ACCS. Transactions that have been reconciled but not approved are charged to the ACCS specified by the cardholder or group administrator. ***Cardholders and approving officials are still required to reconcile and approve swept transactions.***

Swept transactions appear on the Reconcile Transaction screen with an "S" in the *OK?* field. The process for reconciling swept transactions is exactly the same as documented in Section 6.1. During the reconciliation process, users may change the ACCS, add notes or accountable property information, or dispute a swept transaction.

The approving official must approve all reconciled swept transactions. In addition, citing a different ACCS and entering other changes after a transaction has been swept won't be corrected in the CFS until the cardholder's approving official approves the transaction.

6.4 Reconcile Credit Transactions

The process for reconciling credit transactions does not differ from reconciling other transactions. During the reconciliation process, users may change the ACCS, add notes or accountable property information, or dispute the transaction. However, there are a couple of things that the user must be aware of as related to credit transactions.

If the credit transaction is not matched to a log order entry, the cardholder/group administrator must enter a note on the Reconcile Transaction screen. The system will not permit a transaction to be reconciled without a check in the Note field. A check mark is automatically inserted upon entry of a note by the user **or** during the matching process with a log order entry.

For credit transactions related to a dispute, users are required to reconcile the disputed transaction in addition to the credit transaction. Section 6.2.3 documents specific procedures pertaining to this process.